

# County Evaluation of MCOs: Metropolitan Health Plan

The Minnesota Department of Human Services will soon begin negotiations with health plans for renewal of Managed Care contracts in your county. Your feedback on the service your county recipients receive from Managed Care Organizations (MCOs) will help us prepare for contract negotiations.

It's important that we hear from all counties, so please take a few minutes to provide your feedback on each MCO operating in your county. There are seven services (Elderly Waiver, Chemical Dependency, Adult Mental Health, Children's Mental Health, Public Health, Transportation and Network Adequacy). Your county should complete all service questions for each MCO operating in your County.

You may open of the survey if you wish to review all the questions before beginning the survey, or at any time.

You have three options for completing the survey:

1. One county staff person (e.g. County Director) can complete all surveys online using the links provided. If you need to come back later to finish, just click SAVE. You will be prompted to enter your email address. You will receive a unique link which can be used to complete the survey at a later time. When all sections of the survey are completed, click SUBMIT. This will send your survey data to DHS.
2. The survey link can be forwarded to multiple county staff. They can complete their respective section(s) and click SUBMIT. This will send each individual completed survey section to DHS.
3. One or more County staff can work off of a printed PDF version of the survey. One person compiles and enters the responses into the online survey using the links provided. After responses are entered into the online survey, click SUBMIT to send the completed survey data to DHS.

To navigate between pages, use the BACK and NEXT buttons at the bottom of each page.

**DO NOT USE THE BACK ARROW ON YOUR BROWSER.**

Select your county:

--Click Here--

Aitkin

Anoka

Becker

Beltrami

Benton

Big Stone

Blue Earth

Brown

Carlton

Carver

Cass

Chippewa

Chisago

Clay

Clearwater

Cook

Cottonwood

Crow Wing

Dakota

Dodge

Douglas

Faribault

Fillmore

Freeborn

Goodhue

Grant

Hennepin

Houston

Hubbard

Isanti

Itasca

Jackson

Kanabec

Kandiyohi

Kittson

Koochiching

Lac qui Parle

Lake

Lake of the Woods

LeSueur

Lincoln

Lyon

McLeod

Mahnomen

Marshall

Martin

Meeker

Mille Lacs

Morrison

Mower

Murray

Nicollet

Nobles

Norman

Olmsted

Otter Tail

Pennington

Pine

Pipestone

Polk

Select your county:

Pope

Ramsey

Red Lake

Redwood

Renville

Rice

Rock

Roseau

St Louis

Scott

Sherburne

Sibley

Stearns

Steele

Stevens

Swift

Todd

Traverse

Wabasha

Wadena

Waseca

Washington

Watsonwan

Wilkin

Winona

Wright

Yellow Medicine

**Check the service(s) for which you will evaluate Metropolitan Health Plan. (Check all that apply.)**

- ☐ *Elderly Waiver*
- ☐ *Chemical Dependency*
- ☐ *Adult Mental Health*
- ☐ *Children's Mental Health*
- ☐ *Public Health*
- ☐ *Transportation*
- ☐ *Network Adequacy*

**For Elderly Waiver, indicate how much you agree or disagree with each item. Metropolitan Health Plan ...**

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
... is able to answer your questions accurately and resolve issues in a timely manner (for example, billing and coverage issues).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
.. has policies and procedures that are clear and easy to follow (for example, how to obtain authorization for service or how to file an appeal).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... monitors and ensures appropriate access to services where provider access is limited.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... is actively involved in improving the quality of care and service provided to enrollees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Does your County contract with Metropolitan Health Plan for Care Coordination?**

- ☐ Yes
- ☐ No

**All things considered, how satisfied are you with Metropolitan Health Plan in regards to Elderly Waiver?**

- ☐ *Completely satisfied*
- ☐ *Satisfied*
- ☐ *Dissatisfied*
- ☐ *Completely dissatisfied*

**What changes would most improve the Elderly Waiver service you receive from Metropolitan Health Plan?**

**For Chemical Dependency, indicate how much you agree or disagree with each item. Metropolitan Health Plan ...**

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
... is able to answer your questions accurately and resolve issues in a timely manner (for example, billing and coverage issues).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has policies and procedures that are clear and easy to follow (for example, how to obtain authorization for service or how to file an appeal).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has an adequate number of chemical dependency providers in network to meet needs of enrollees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... monitors and ensures appropriate access to services where provider access is limited.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... ensures access to sufficient length and level of intensity of treatment services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... is actively involved in improving the quality of care and service provided to enrollees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**All things considered, how satisfied are you with Metropolitan Health Plan in regards to Chemical Dependency?**

- ☐ *Completely satisfied*
- ☐ *Satisfied*
- ☐ *Dissatisfied*
- ☐ *Completely dissatisfied*

**What changes would most improve the Chemical Dependency service you receive from Metropolitan Health Plan?**

**For Adult Mental Health, indicate how much you agree or disagree with each item. Metropolitan Health Plan ...**

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
... is able to answer your questions accurately and resolve issues in a timely manner (for example, billing and coverage issues).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has policies and procedures that are clear and easy to follow (for example, how to obtain authorization for service or how to file an appeal).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has an adequate number of adult mental health providers in network to meet needs of enrollees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... monitors and ensures timely access to services where provider access is limited.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... partners with county in identifying gaps and needs in the Mental Health system and planning for system improvements and new services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has adequate number of culturally competent providers and interpreters to ensure access to needed Adult Mental Health services by enrollees from diverse communities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has adequate transportation services to assist enrollees in accessing needed adult mental health services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... pays providers in county in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... assures that adult enrollees' have access to health screenings, routine and preventative health care services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has prompt involvement of MCO (MCO staff or contracted provider) in coordinating services and diversion planning when an adult member is facing civil commitment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**All things considered, how satisfied are you with Metropolitan Health Plan in regards to Adult Mental Health?**

- ☐ *Completely satisfied*
- ☐ *Satisfied*
- ☐ *Dissatisfied*
- ☐ *Completely dissatisfied*

**What changes would most improve the Adult Mental Health service you receive from Metropolitan Health Plan?**

**For Children's Mental Health, indicate how much you agree or disagree with each item. Metropolitan Health Plan ...**

	Strongly Agree	Agree	Disagree	Strongly Disagree
... is able to answer your questions accurately and resolve issues in a timely manner (for example, billing and coverage issues).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has policies and procedures that are clear and easy to follow (for example, how to obtain authorization for service or how to file an appeal).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has an adequate number of children's mental health providers in network to meet needs of enrollees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... monitors and ensures appropriate access to services where provider access is limited.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... is actively involved in improving the quality of care and service provided to enrollees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... partners with county in identifying gaps and needs in the Mental Health system and planning for system improvements and new services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has adequate number of culturally competent providers and interpreters to assure access to needed Children's Mental Health services by enrollees from diverse communities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has adequate transportation services to assist enrollees in accessing needed Children's Mental Health services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... assures that child enrollees' have access to health screenings, routine and preventative health care services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... pays providers in county in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**All things considered, how satisfied are you with Metropolitan Health Plan in regards to Children's Mental Health?**

- ☐ Completely satisfied
- ☐ Satisfied
- ☐ Dissatisfied
- ☐ Completely dissatisfied

**Has Metropolitan Health Plan been involved in any collaborative with the county to address the shortage of psychiatrists, therapists and other mental health professionals? Please explain.**

**How has Metropolitan Health Plan addressed wait times of enrollees trying to schedule follow-up appointments after intake/diagnostics?**



**For Public Health, indicate how much you agree or disagree with each item. Metropolitan Health Plan ...**

*Strongly Agree*      *Agree*      *Disagree*      *Strongly Disagree*

... meets with your county to discuss and develop mutual objectives related to public health priorities.

☐
☐
☐
☐

... is fully engaged in programs developed collaboratively by the PMAP Public Health Goals ad hoc Workgroup (i.e. Immunizations, Tobacco or Response to Violence).

☐
☐
☐
☐

... is actively involved in integrating Public Health into their service programs and providing access to these services to enrollees.

☐
☐
☐
☐

... helps to provide access to Public Health services.

☐
☐
☐
☐

... works collaboratively with the county's Public Health Agency.

☐
☐
☐
☐

**All things considered, how satisfied are you with Metropolitan Health Plan in regards to Public Health?**

- ☐ *Completely satisfied*
- ☐ *Satisfied*
- ☐ *Dissatisfied*
- ☐ *Completely dissatisfied*

**In addition to Public Health goals, i.e. Tobacco Use Prevention and Control, Response to Violence, and Immunizations, what is the County's top Public Health goal? Please identify.**

**Is there any other Public Health goal(s) that the county would like to collaborate on with Metropolitan Health Plan?**

**How often does the county meet with Metropolitan Health Plan to discuss Public Health goals?**

**What Public Health programs would you like to see prioritized in the 2016 contract year?**

For Transportation, indicate how much you agree or disagree with each item. Metropolitan Health Plan ...

	Strongly Agree	Agree	Disagree	Strongly Disagree
... has policies and procedures that are clear and easy to follow (for example, billing, how to obtain authorization for service or how to file an appeal).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has an adequate number of transportation providers in network to meet needs of enrollees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has an adequate number of ambulatory and wheelchair providers in their network to meet the needs of enrollees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... monitors and ensures appropriate access to services where provider access is limited.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... is flexible in scheduling rides to meet enrollees' needs (for example, obtaining a ride for hospital discharge).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... makes scheduling convenient for recipients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

All things considered, how satisfied are you with Metropolitan Health Plan in regards to Transportation?

- ☐ Completely satisfied
- ☐ Satisfied
- ☐ Dissatisfied
- ☐ Completely dissatisfied

What changes would most improve the Transportation service you receive from Metropolitan Health Plan?

For Network Adequacy, indicate how much you agree or disagree with each item. Metropolitan Health Plan ...

	Strongly Agree	Agree	Disagree	Strongly Disagree
... contracts with most of your local providers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... has a network that positively impacts access to services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... offers adequate range of primary and specialty services that meets the enrollees' needs in your county.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

All things considered, how satisfied are you with Metropolitan Health Plan in regards to Network Adequacy?

- ☐ Completely satisfied
- ☐ Satisfied
- ☐ Dissatisfied
- ☐ Completely dissatisfied

How does the county learn about changes to the Metropolitan Health Plan network?

**Please include any other areas of concern (e.g., pharmacy, interpreter services, etc.) you may have about the services provided by Metropolitan Health Plan.**

Please provide your name and contact information for any clarification that DHS may need regarding this survey.

Survey Respondent Name:

Survey Respondent Title:

Phone #:

Email:

If different than above, please provide the name of a county contact for MCO follow-up.

County Contact Name:

County Contact Title:

Phone #:

Email:

**Thank you for taking the time to share your opinions.**

**Please click the [submit](#) button. Thank You!**